

# EAC



**Revolutionising Office  
Support for a Smarter Future**  
Harnessing the Power of AI in Administrative Functions



# EAC

## Empowered Adminstrators Conference Conference Programme

### Revolutionising Office Support for a Smarter Future

#### Introduction

This two-day conference is meticulously designed for office professionals operating within higher education institutions, governmental agencies, corporate environments, and a diverse array of organisations seeking to leverage artificial intelligence (AI) to enhance their everyday functions. Throughout the conference, participants will engage in comprehensive explorations of innovative methodologies that can significantly augment efficiency and effectiveness across a range of tasks.

By the end of the event, attendees will have gained invaluable insights and practical tools for seamlessly integrating AI into critical domains, including project management, time management, travel planning, and minute-taking.

This conference aims to equip professionals with the necessary knowledge and skills to excel in an increasingly dynamic technological landscape. The emphasis will be on the practical implementation of artificial intelligence to optimise and enhance administrative functions, helping professionals thrive in their dynamic roles.

**Conference Convener:** mbali@mut.ac.za

**General queries:** DubeN@mut.ac.za

**Conference Coordinator:** MthiyaneJ@mut.ac.za

**<https://www.mut.ac.za/eac/>**



# FOUNDERS' WELCOME NOTE

## From Customer Centricity to AI Empowerment: Our Journey Together

EAC Convener and Founder, Mbali Mkhize

Twelve years ago, the Empowered Administrators Conference was born out of a vision to elevate the role of office professionals—shifting perceptions and unlocking potential in one of the most critical engines of organisational success. We began with a sharp focus on customer centricity, understanding that service excellence was the bedrock of professional value.

As the workplace evolved, so did we. We expanded our mission to sharpen technology skills, enabling administrators to embrace digital tools that enhance efficiency and communication. From mastering productivity platforms to developing an agile mindset, our delegates became indispensable, tech-savvy assets in their workplaces.

But technical skill alone isn't enough. That's why we infused our programme with strategies to enhance professionalism, emotional intelligence, and project management. We nurtured a generation of confident professionals who lead initiatives, build strong workplace cultures, and rise into roles once thought beyond their reach.

In recent years, we have focused on the Fourth Industrial Revolution, a shift that redefined the skills landscape. We have tackled automation, digital transformation, and the reshaping of administrative functions. You have responded with agility, courage, and a commitment to continuous learning.

And now, as we gather for our 13<sup>th</sup> conference, we enter a new frontier: Artificial Intelligence. AI is no longer a distant concept; it is here and transforming how we work. This year, we focus on helping office professionals adapt to AI, embrace it, and make it work for them. Whether using AI tools to streamline workflows, improve decision-making, or enhance creativity, the future belongs to those who are ready to lead with human and artificial intelligence.

As the Founder, I am profoundly proud—not just of the skills our delegates have acquired but of who they've become. I've watched administrators rise into management roles, start businesses, return to study, and mentor others with confidence. You've grown not only as professionals but as people—with resilience, purpose, and power.

This conference is more than an event—it's a movement. And if you're ready to grow, to lead, and to thrive in the AI era, then this is your time.



Mbali Mkhize



# FOUNDERS' WELCOME NOTE

## Reflections on the Empowered Administrators Conference (EAC)

By Zama Sishi, EAC Co-Convenor

As the Co-Convenor of the Empowered Administrators Conference (EAC) at the Mangosuthu University of Technology, it's an honour to reflect on our journey—from the initial idea to a truly transformative experience for office professionals like you. The EAC was designed with you in mind, aiming to provide knowledge and a sense of community and empowerment in your daily roles.

From the beginning, I focused on building a strong network of stakeholders. By collaborating with organisations for block registrations, we've ensured that professionals across departments can benefit together. This not only boosts participation but also fosters invaluable peer learning among colleagues. It's all about helping you grow as a team and sharing strategies and insights that can elevate your workplace.

I cannot emphasise enough how pivotal our sponsors have been in this journey. Their trust in the EAC's vision enabled us to invite top-notch speakers and curate an exceptional experience for every delegate. Their support has allowed us to expand our outreach and create a powerful platform for empowerment and growth. We are incredibly grateful for their partnership, which makes this journey possible.

Our commitment to maintaining a reliable stakeholder database is central to our success. This dynamic tool allows us to communicate effectively, ensure easy registration, and build lasting

relationships with individuals and organisations that return year after year. We are here for you, and we want to grow together!

We've consistently chosen relevant themes like "Reporting to Multiple Bosses," "Project Management for Admin Professionals," and "Emotional Intelligence in the Workplace." These topics resonate deeply with the challenges you face daily. At the EAC, you'll find strategies to tackle these issues head-on and a supportive community ready to lift one another up.

Looking ahead to EAC 2025, we are charting a new path. With the emergence of AI, there's understandable trepidation in our profession. However, we are committed to equipping you with the tools and knowledge necessary to harness the power of AI as a supportive ally in your work. We've secured some of the best speakers who will share tested insights from various sectors, enabling you to advance confidently into the future. Our promise remains: we are here to help you shine. Join us at the EAC, where your growth matters, and together we will redefine what it means to be an empowered office professional.



Zama Sishi

# EAC FOUNDING TEAM

## Online Communications Perspective

Online communications have been the lifeline of the EAC—expanding our digital footprint, streamlining registrations, and connecting a community of professionals beyond borders. Through strategic content and tech platforms, we've turned clicks into connections and curiosity into community.



**Webmaster, Jay Roopsunker**



## Media & Direct Marketing Perspective

The media has amplified the EAC's impact, turning powerful stories into national conversations. Through direct marketing and focused PR, we've turned the spotlight on administrators—proving they're not behind the scenes, but at the heart of innovation.

**Press Officer, Bheki Hlope**

## MarComms EAC support

Success is in the follow-up. By staying consistent, communicating clearly, and always following through, we've ensured that every detail of the EAC reflects excellence—and that no delegate is left behind on their journey to empowerment.



**EAC Team**

# CONFERENCE PROGRAMME

## Meet Your Speakers



**Vice-Chancellor and Principal  
Nokuthula Sibiyi**



**Dr Manoshni Perumal  
Director (HRD)**



**Sandile Mahlaba  
Microsoft Specialist  
and EAC Patron**



**Danny Venter  
Smart Technology Guru**



**Lonwabo Ntsinde  
Co-founder of CloudNala**



# CONFERENCE PROGRAMME

18 SEP 2025



08:00 - 09:00

Registration and networking refreshments

## Conference moderator: Mbali Mkhize

- Enjoy refreshments and meet other conference participants.
- Get ready for an insightful day ahead!



09:00 - 09:30

Welcome and opening remarks

- MUT Vice-Chancellor and Principal, Professor Nokuthula Sibiyi
- Overview of the conference theme and objectives
- Introduction to the potential of AI in revolutionising office support roles



09:30 - 09:45

## Spotlight with the Keynote:

From the Executive Suite: Transforming Administration with AI and Insight – Mr Sandile Mahlaba, Microsoft Executive & EAC Patron



09:45 - 11:00

## Master Class:

The future of office administration – Integrating AI into Everyday Tasks

## Speaker: xxxx

The examination of emerging trends in artificial intelligence (AI) reveals significant implications for office professionals seeking to enhance productivity, improve accuracy, and optimize workflows. By integrating AI technologies, individuals in administrative and managerial roles can harness advanced tools and methodologies that streamline processes, facilitate data analysis, and automate repetitive tasks. This session will highlight the transformative potential of AI in reshaping organizational practices and underscore the necessity for professionals to adapt to and leverage these innovations for improved operational efficiency and effectiveness.



11:00 - 11:20

Mid-Morning Break

- Refreshments and informal discussions

# CONFERENCE PROGRAMME

18 SEP 2025



11:20 - 12:10

## AI-Powered Insights

Curating Key Takeaways from the Spotlight Session

Speaker: xxxxx



12:10 - 13:00

## Master class:

AI in Project Management – Boosting Collaboration and Efficiency

Speaker: Danny Venter, Smart Technology Guru

Artificial Intelligence (AI) tools can significantly enhance the efficiency of project planning, facilitate task delegation, and streamline progress tracking. These innovative tools empower office professionals to effectively manage intricate projects, ensuring that all aspects are coordinated seamlessly to meet the expectations of their line managers. By leveraging AI capabilities, teams can optimise workflows, prioritise tasks, and monitor milestones, ultimately leading to improved productivity and project outcomes.



13:00 - 13:45

## Networking Lunch

- Informal networking lunch to discuss the morning's sessions and connect with peers.



13:45 - 15:00

## Master Class:

Time and diary management: Automating scheduling and prioritising tasks

Speaker: Sandile Mahlaba, Microsoft Specialist and EAC Patron

Artificial intelligence-driven tools are revolutionising calendar management by providing smarter solutions for organising schedules, prioritising urgent tasks, and automating the process of scheduling meetings. These innovative tools streamline time management, allowing users to focus on what truly matters while efficiently handling their commitments.

We will provide an engaging, hands-on demonstration of the top AI scheduling tools available, showcasing how they seamlessly integrate with existing systems to enhance productivity and ease of use. This session will highlight the practical applications of these tools, helping you leverage technology to optimize your daily operations.



# CONFERENCE PROGRAMME

18 SEP 2025



15:00 - 15:15

Afternoon Tea and Networking break

- Coffee and light snacks



15:15 - 16:00

## Session 3

Minute-Taking with AI – Revolutionising accuracy and efficiency

**Speaker: Teboho Semmelink, COO, GoDigital, SA**

The utilization of artificial intelligence (AI) in the context of minute-taking and meeting documentation presents an innovative approach to enhancing organizational efficiency and effectiveness. By harnessing advanced AI algorithms, it becomes feasible to record accurate meeting minutes, succinctly summarize discussions, and generate actionable follow-up tasks with minimal manual input. This automation not only reduces the administrative burden on participants but also ensures a higher degree of precision and comprehensiveness in documentation.

By adhering to these best practices, organizations can optimize the impact of AI in enhancing their minute-taking processes, ensuring that critical insights and action items are accurately captured and effectively communicated.



16:00 - 16:15

Day 1 Wrap-Up & Q&A

# **FUTURE FORWARD A NIGHT WITH AI**

**An Exclusive Gala Dinner  
Celebrating Innovation,  
Intelligence, and the Future  
of Work**

Join the MUT Vice-Chancellor and thought leaders for an evening of immersive experiences and cutting-edge entertainment—all centred around the evolving role of Artificial Intelligence in the professional world.

**Dress Code: Futuristic Formal**

**18 SEP 2025**

**Time: 18:30-22:00**

**Venue: Elangeni Hotel, Durban**

RSVP: [MthiyaneJ@mut.ac.za](mailto:MthiyaneJ@mut.ac.za)

CC: [Mbali@mut.ac.za](mailto:Mbali@mut.ac.za)

# CONFERENCE PROGRAMME

19 SEP 2025



08:30 - 09:00

Morning coffee and networking

- Coffee and light snacks



09:00 - 10:00

## Keynote Session:

Personal branding for the Office Professional – Using AI to elevate your role

**Speaker: Dr Manoshni Perumal, and Dr Thandeka Ellenson**

By adhering to these best practices, organizations can optimize the impact of AI in enhancing their minute-taking processes, ensuring that critical insights and action items are accurately captured and effectively communicated.



**Always on point,  
sleek and modern**

**Ayanda Bulose**



# CONFERENCE PROGRAMME

19 SEP 2025



10:00 - 11:00

## Session 4:

Securing the AI-Powered Office: Cybersecurity Best Practices for Administrative Professionals

**Mr Bjorn Ekblad, Business Development Director, Askaris Cyber Security; Dr Marlo De Swart, Senior Director: ITN, MUT, and Njabulo Xaba, MUT**

This comprehensive session could explore the intersection of AI and Cybersecurity in modern administrative environments, covering five critical areas:

- **How AI Tools Introduce New Efficiencies and New Risks:** Exploring how AI-driven automation, data analysis, and workflow management are transforming administrative roles, while examining the cybersecurity challenges that arise as sensitive data is processed and stored digitally.
- **Practical Strategies to Protect Sensitive Information:** Highlighting best practices for securing AI-driven administrative tools, including implementation of strong authentication protocols, data encryption standards, and comprehensive access controls.
- **Detecting and Responding to Threats in Real Time:** Demonstrating how AI can help monitor for anomalies, detect insider threats, and automate incident response procedures to maintain secure administrative systems.



11:00 - 11:20

## Morning break and networking

- Refreshments and discussions on the previous session

# CONFERENCE PROGRAMME

19 SEP 2025



11:30 - 13:00

## Session 5:

Aligning with Departmental and Institutional Policies –Ensuring Compliance

### Speaker: Mr Mlamuli Kheswa, Deputy Registrar, University of Zululand

- Compliance and Policy Integration: Discussing how AI can assist with automating compliance checks and ensuring that administrative processes meet both institutional and regulatory standards.
- Empowering Administrators with Cybersecurity Awareness: Offering actionable tips for office professionals to recognize potential threats, protect their digital environments, and contribute to building a culture of security within their organizations.
- How AI can assist in adhering to institutional policies, automating compliance checks, and ensuring that administrative tasks meet departmental standards.
- Case studies on the successful integration of AI into policy management



13:00 - 14:00

## Networking Lunch

- Opportunity for participants to network, share insights, and discuss collaboration ideas.



14:00 - 15:00

## Session 6:

The Road Ahead – Implementing AI in Your Daily Workflow

### Featuring Mr Sandile Mahlaba, long-standing EAC Patron

- A practical guide on how to start integrating AI tools into your role.
- Key takeaways for personal action plans, overcoming resistance to change, and building a roadmap for the future.



15:00 - 15:30

## Closing Remarks & Final Networking

- Conference summary and thanks
- Final opportunity for networking before departure

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## Notes



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